Dimplex®

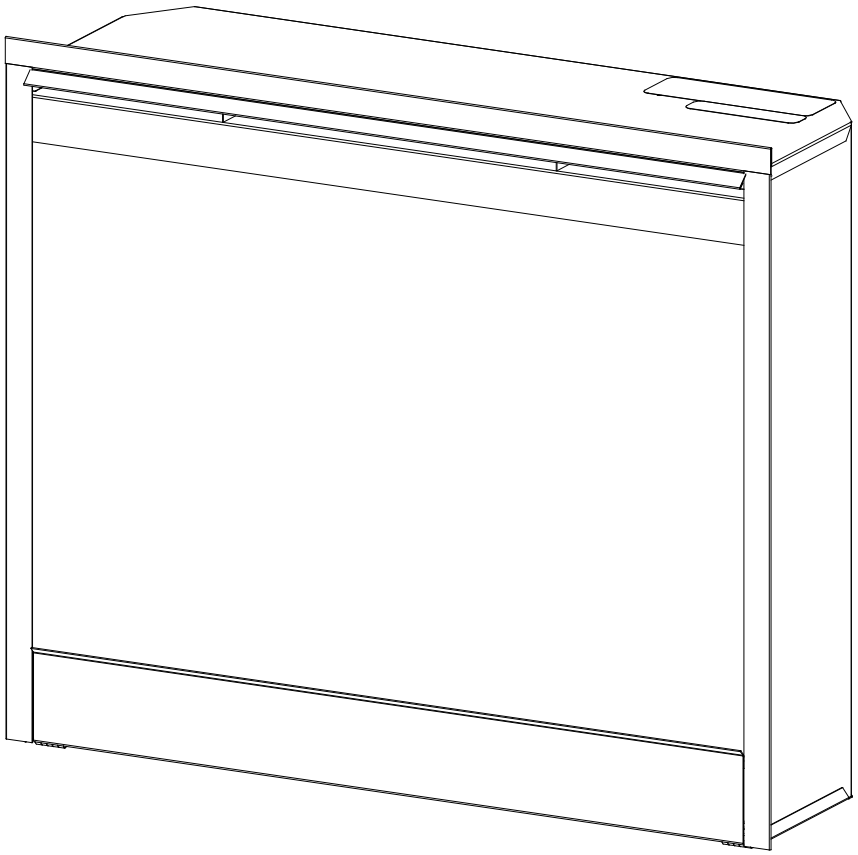
Better solutions through innovation

Service Manual

26” Self Trimming Fireplace with 3 Stage Remote Control

Model Number:
DF2690

UL Number:
6904410400



REV	PCN	Date
00	11047	14-Nov-08
01		6-Feb-12

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Always use a qualified technician or service agency to repair this fireplace.

! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1

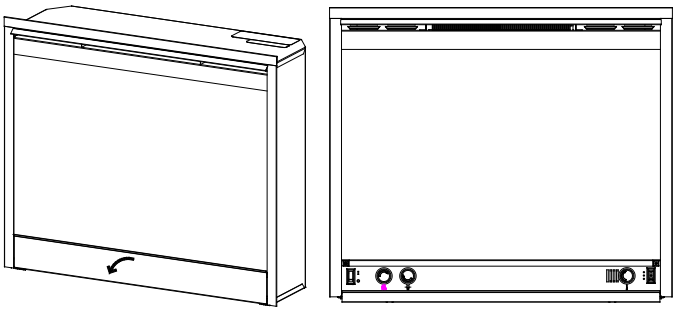
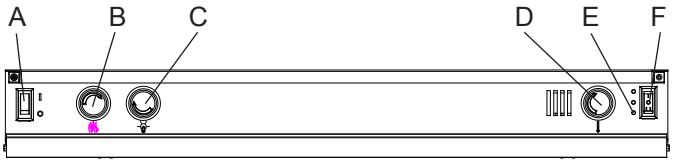


Figure 2



To access the controls, flip open the control panel cover towards the bottom of the fireplace. (Figure 1)

A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions (Heater/Flame).

B. Flame Action Control

Turn the Flame Action Control knob to adjust the flame speed to the desired level.

C. Interior Light Control

Turn the Interior Light Control knob to increase or decrease the brightness of the upper lights.

D. Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave thermostat in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

E. LED Indicators

Indicates the current function of the fireplace: Level 1 - Flame only; Level 2 - Flame and Low Heat; and Level 3 - Flame with High Heat.

! NOTE: When the firebox is changing from Low heat to High heat the speed of the fan does not change just the amount of heat being emitted.

F. 3-Position Switch (Figure 3)

The 3-Position Switch operates the fireplace levels sequentially, flame only to flame and low heat, to flame and high heat. The level is increased every time the " **I** " side of the switch is pressed. The fireplace can be turned off at any point by pressing the " **II** " side of the switch.

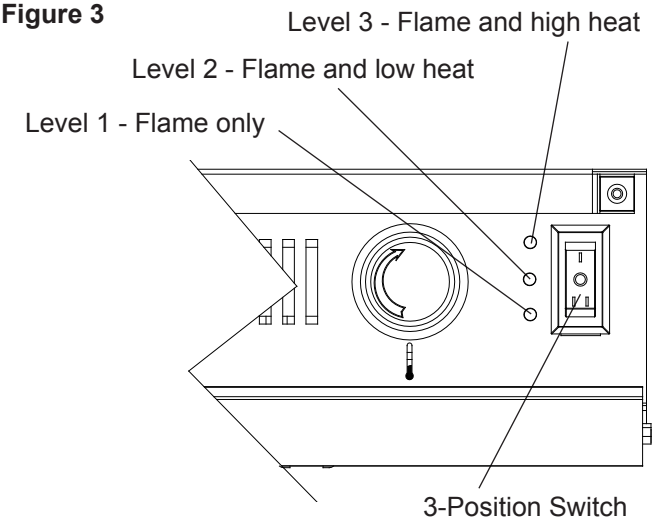
Level 1: The flame effect is turned on and the first red indicator light flashes momentarily.

Level 2: The flame effect remains on, the heater is activated to the low heat setting, and the first and second red indicator lights flash momentarily.

Level 3: The flame effect remains on, the heater is set to the high heat setting, and all three red indicators flash momentarily.

! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

Figure 3



Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

If operating the unit with a remote control, the remote may require re-initializing after turning the power off.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! NOTE: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Initialization/Reprogramming

This procedure may be required every time there is a loss of power to the remote control in the fireplace. (i.e. power failure, breaker tripped, On/Off switch is turned off)

1. Ensure that power is supplied through main service panel.
2. Locate manual controls. (Figure 1)
3. Activate On/Off switch.
4. Press and hold the 3-Position Switch in the "**I**" position for 5-10 seconds. (The first or second red indicator light will flash, depending on age of model). (Figure 3)
5. Press the ON button located on the remote control. (Figure 4)

This will synchronize the remote control and receiver.

Remote Control Usage

The remote control operates the fireplace levels sequentially. The level is increased every time the "**ON**" button on the remote control is pressed. The fireplace can be turned off at any point by pressing the "**OFF**" button on the remote control.

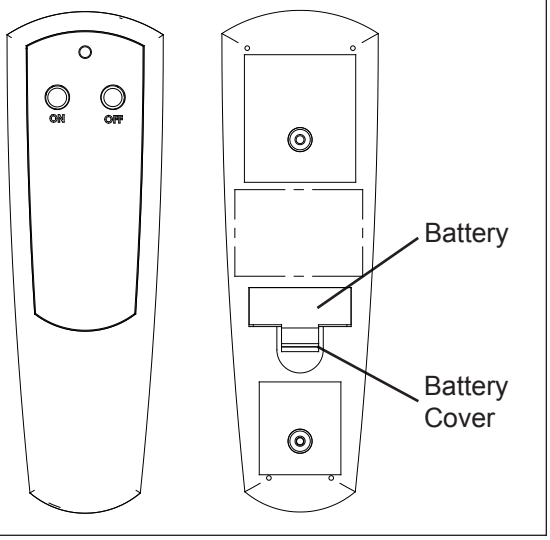
Battery Replacement (Figure 4)

To replace battery:

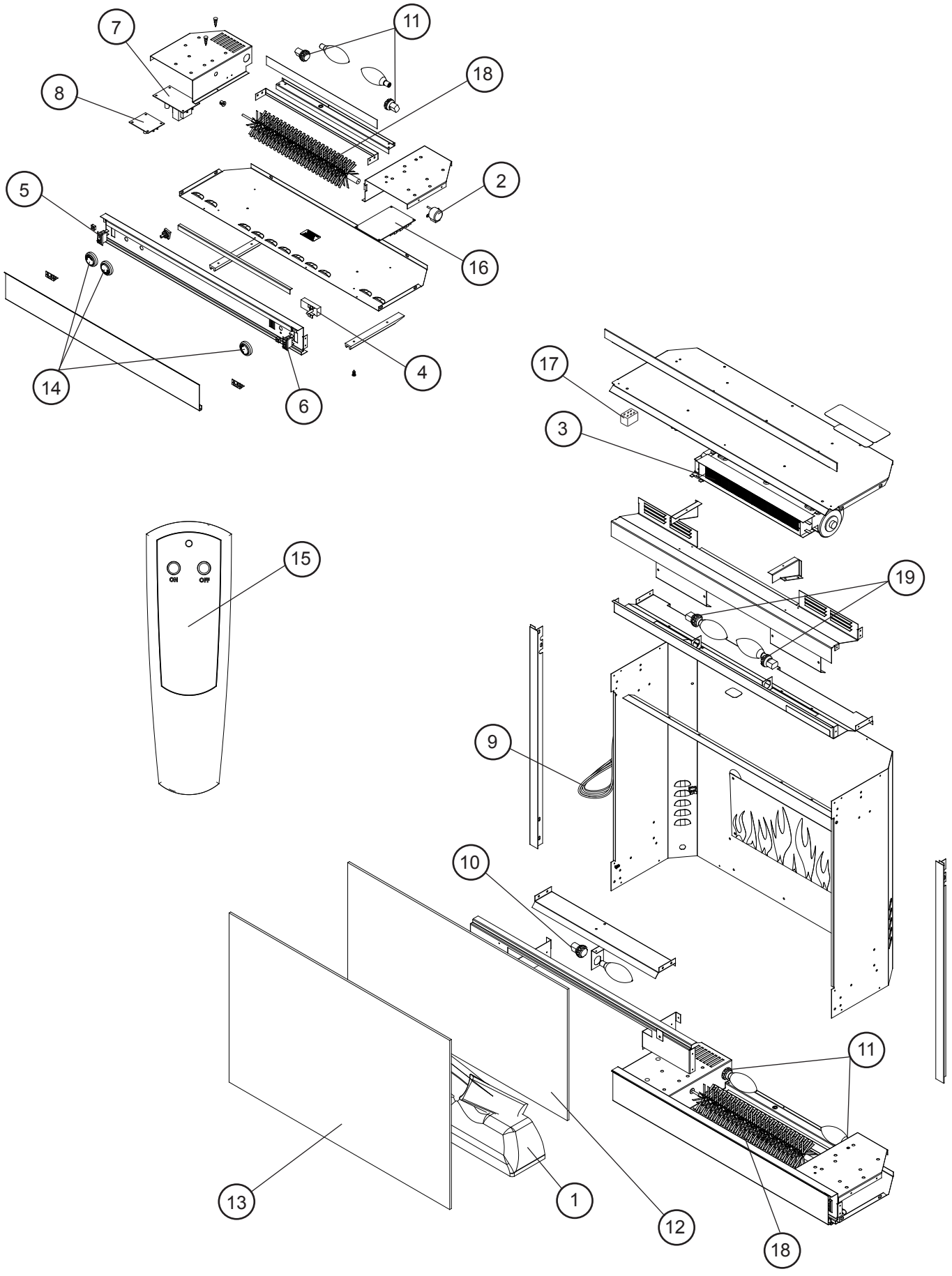
1. Slide battery cover open on the remote control.
2. Install one 12-volt (A23) battery in the battery holder.
3. Close the battery cover.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 4



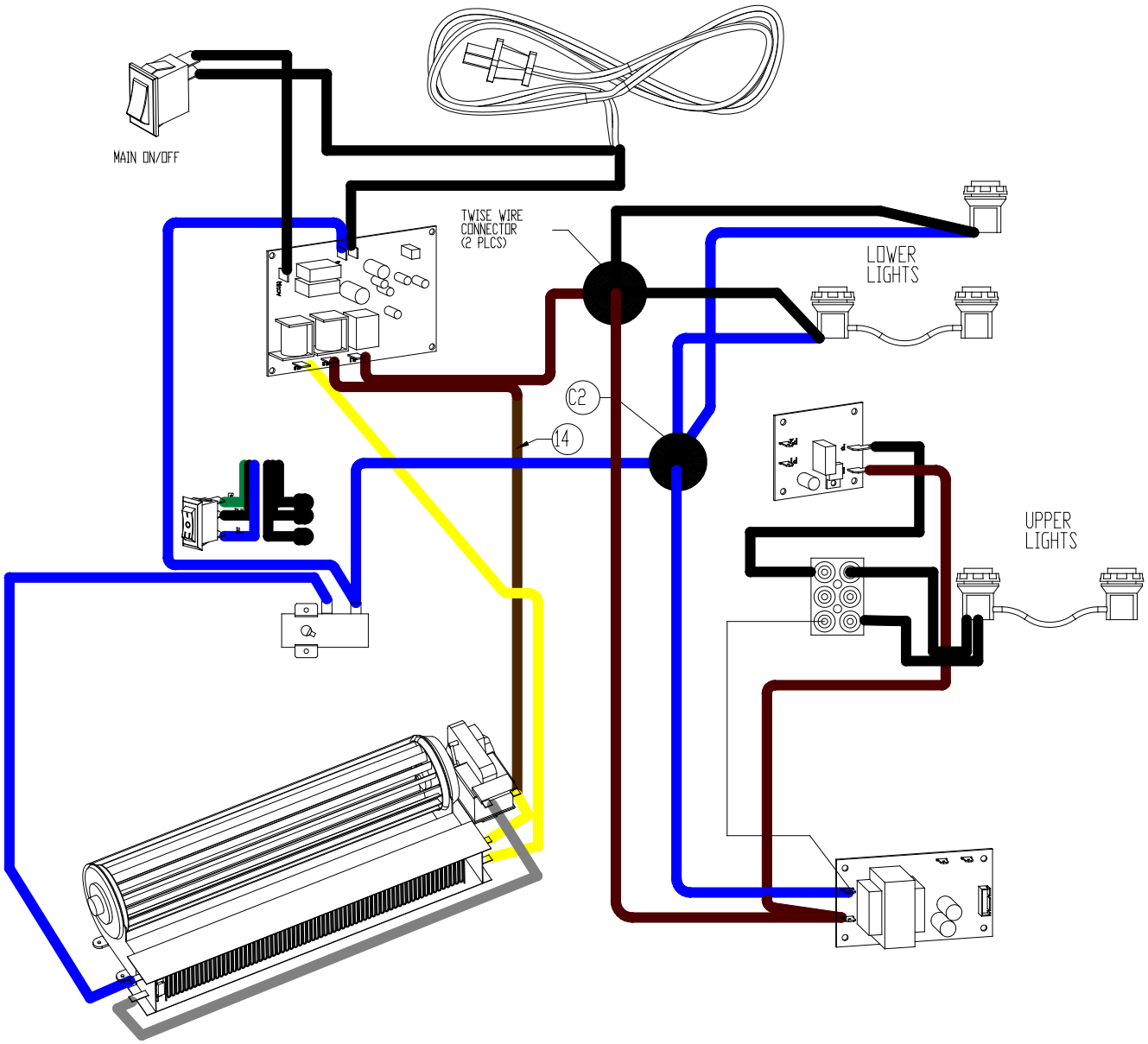
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS LIST

1. Log set 0437960100RP
2. Flicker Motor 3000240200KIT
3. Heater Assembly (Built-in Cutout) 2000330100RP
4. Thermostat 2300150100RP*
5. On/Off Switch 2800070700RP
6. 3-Position Switch 2800070500RP
7. Flame Action Control w Potentiometer . 3000240500RP
8. Light Dimmer Control w Potentiometer 3000250100RP
9. Power Cord 4100040200RP
10. Single Lamp holder (Center Lower) . . . 2500150300RP
11. Double Lamp holder (Upper & Lower) . 2500400300RP
12. Partially Reflective Glass 5901210100RP
13. Front Glass 5901220100RP
14. Control Knob 8800000200RP
15. Remote Control 3000370600RP
16. Remote Control Receiver
    MOD 0-B, D (c/w Remote Control) . 3000430800RP
    MOD C (Receiver only) 3000820500RP
17. Terminal Block 4000070100RP
18. Flicker Rod 5901250100RP
19. Trim Replacement Kit 9600260100RP

WIRING DIAGRAM - DF2690



FRONT GLASS REPLACEMENT

Tools Required: Phillips head Screwdriver

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

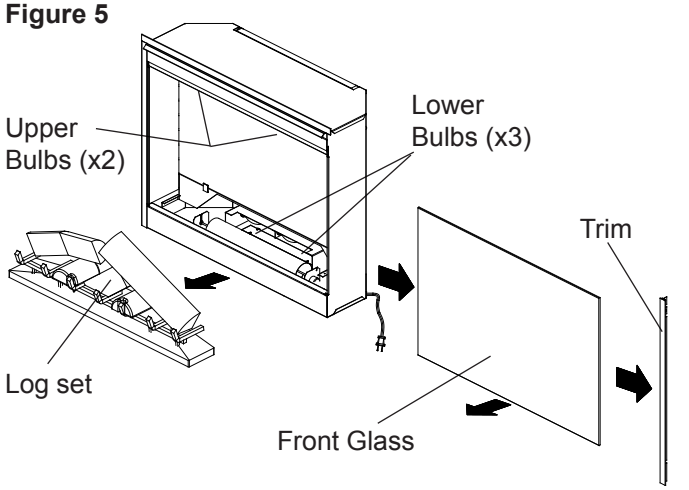
⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure

1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of front glass.
3. Remove three (3) Phillips screws from right side of trim.
4. Remove trim.
5. Slide glass to the right side of the fireplace to remove. (Figure 5)
6. Reassemble using replacement Front Glass in reverse order as described above.

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

Figure 5



LIGHT BULB REPLACEMENT

Tools Required: Phillips head Screwdriver

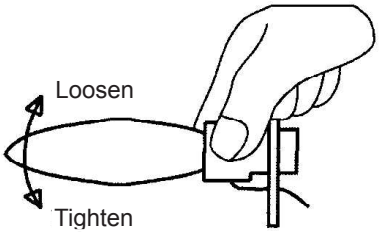
⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two bulbs at the top of the opening that illuminate the log set exterior and three bulbs under the log set which generate the flames and embers.

! **NOTE:** It is a good idea to replace all of the light bulbs at one time, if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace the light bulbs.

Figure 6



Removing and Replacing Bulb While Holding Socket

Upper Bulb Requirements: A quantity of two (2) chandelier or candelabra bulbs with an E-12 (small) socket base, 15 watt rating are required.

⚠ **CAUTION: Do Not Exceed 15 Watts Per Bulb**

1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of front glass.
3. Remove three (3) Phillips screws from right side of trim. Remove trim.
4. Slide glass to the right side of the fireplace to remove. (Figure 5)

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

5. The upper bulbs are located in each corner of the upper part of the fireplace as shown in Figure 5.
6. Remove the upper light block by removing the four (4) Philips mounting screws located under each of the bulbs.
7. Replace bulb(s) that require replacement, holding onto the light socket while unscrewing the bulb. (Figure 6)
8. Reassemble in the reverse order as above.

Lower Bulb Requirements: A quantity of three (3) chandelier or candelabra bulbs with an E-12 socket base, 60 watt rating are required.

⚠ **CAUTION: Do Not Exceed 60 Watts Per Bulb**

1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of front glass.
3. Remove three (3) Phillips screws from the right side of trim.
4. Slide glass to the right side of fireplace to remove. (Figure 5)

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

5. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the partially reflective glass.

! **IMPORTANT:** Only handle the log set by the ember bed.

! **NOTE:** Log set fits tightly into firebox, some force may be necessary to remove.

6. Set log set in front of fireplace.
7. Remove flicker rod by sliding flicker rod to the left away

from the flicker motor and lifting out.

8. Remove light filter bracket (the metal bracket will have a tinted film adhered to it) for easier access to light bulbs.
9. Replace light bulbs.
10. Replace light filter bracket and flicker rod.
11. Replace the log set by inserting the front edge of the fireplace and push down on the rear edge of the ember bed until it snaps into place.
12. Lay unit on it's back and slide front glass back into position and attach trim.

PARTIALLY REFLECTIVE GLASS REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of front glass.
3. Remove three (3) Phillips screws from the right side of trim.
4. Slide glass to right side of fireplace to remove. (Figure 5)

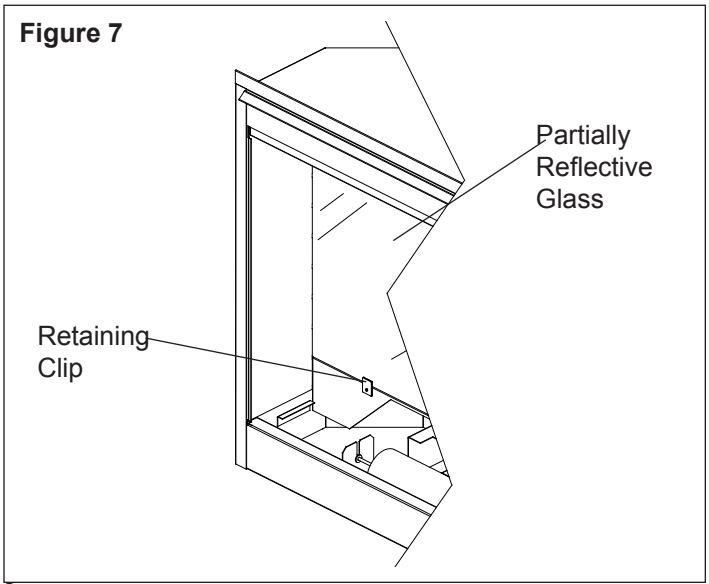
⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

5. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the partially reflective glass.

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

Figure 7



6. Loosen but do not remove the two (2) Philips screws on the retaining clips that hold the partially reflective glass in place, and swivel down so that the retaining clips clear the edge of the partially reflective glass. (Figure 7)
7. Push the partially reflective glass up from underneath to clear the frame and remove.
8. Insert replacement partially reflective glass top end first and lay the bottom end gently in the bottom track of the frame.
9. Tighten clips back into place and reassemble fireplace in reverse order as described above.

ON/OFF SWITCH REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under

Figure 8

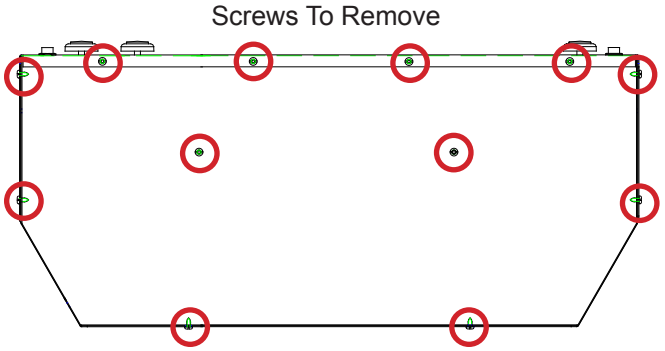
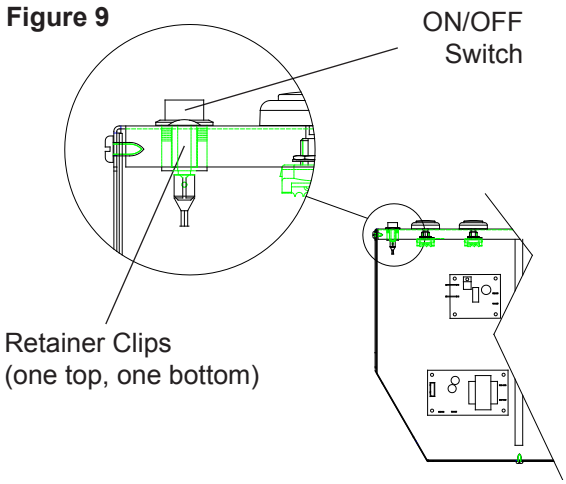


Figure 9



the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.

4. Locate the On/Off Switch mounted on the control panel on the left side (Figure 9) and disconnect the two (2) wiring clips noting their original locations.

! NOTE: Using a flat head screwdriver gently pry between the end of the connectors and the switch to release the wires.

5. Depress the two (2) retainer clips on either side of the switch and push the switch out the front of the cover.
6. Properly orient the new switch and re-connect all of the wiring clips and connections as before.
7. Reassemble in the reverse order as above.

3-POSITION SWITCH REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver

⚠ WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
4. Locate the 3-Position Switch mounted on the control panel on the right side (Figure 9) and disconnect the three (3) wiring clips noting their original locations.

! NOTE: Using a flat head screwdriver gently pry between the end of the connectors and the switch to release the wires.

5. Depress the two (2) retainer clips on either side of the switch and push the switch out the front of the cover.
6. Properly orient the new switch and re-connect all of the wiring clips and connections as before.
7. Reassemble in the reverse order as above.

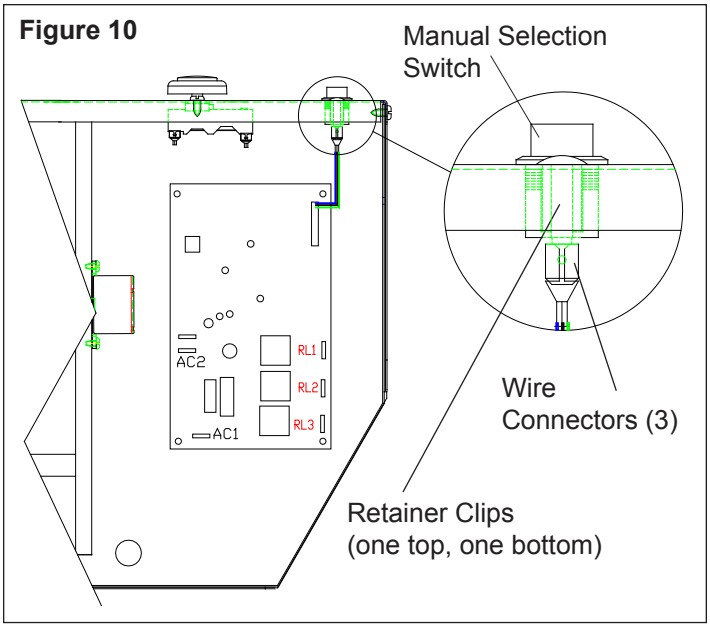
LIGHT DIMMER REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

⚠ WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

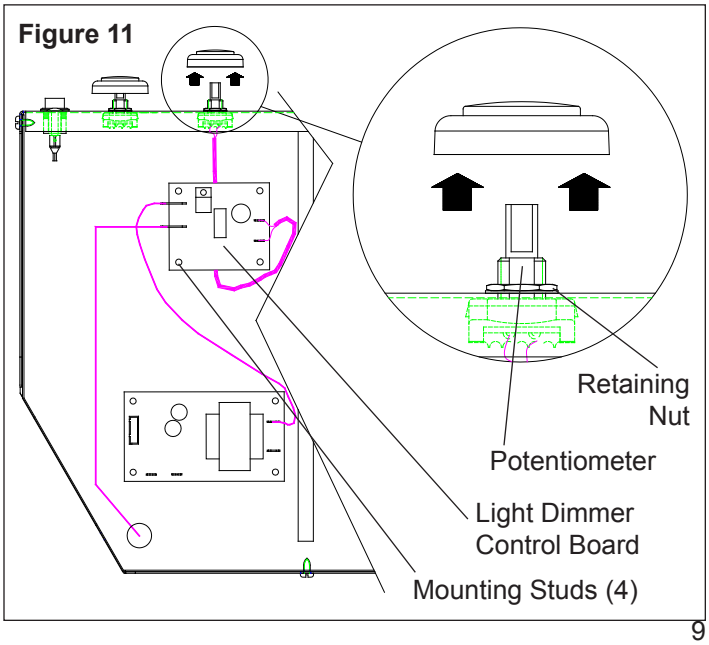
Figure 10



1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
4. Locate the Light Dimmer Control Board mounted on the left side (Figure 11).
5. Disconnect the two (2) wire leads from the control board on the right hand side which connect to the dimmer's potentiometer, noting their original locations. (the wire runs underneath the control board to the potentiometer - Figure 11)

! NOTE: Using a flat head screwdriver gently pry between the end of the connectors and the switch to release the wires.

Figure 11



6. Pull off the Light Dimmer Control knob and unscrew the retaining nut. (Figure 11) The potentiometer can now be removed from the panel by pushing the potentiometer through the front of the panel and remove from inside the cabinet.
7. Disconnect the last two (2) remaining wire leads from the control board on the left hand side, noting their original locations.

! NOTE: Using a flat head screwdriver gently pry between the end of the connectors and the switch to release the wires.

8. The Light Dimmer Control board is fastened to the underside of the ember bed support by four (4) mounting studs, one in each corner. (Figure 11) Either squeeze each stud's clasp to release, or use side cutters to cut and remove each of the four corner mounting studs on the board. Clear both ends of the cut mounting stud from the control board and the support panel - new mounting studs are supplied with the replacement part.
9. Properly orient the new potentiometer and control board and re-connect all of the wiring connections.
10. Reassemble in the reverse order as above.

FLAME ACTION CONTROL REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.

Figure 12

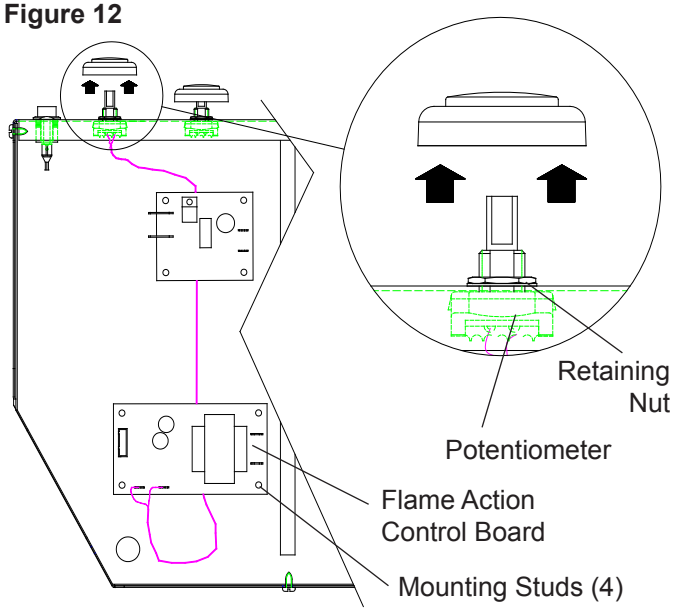
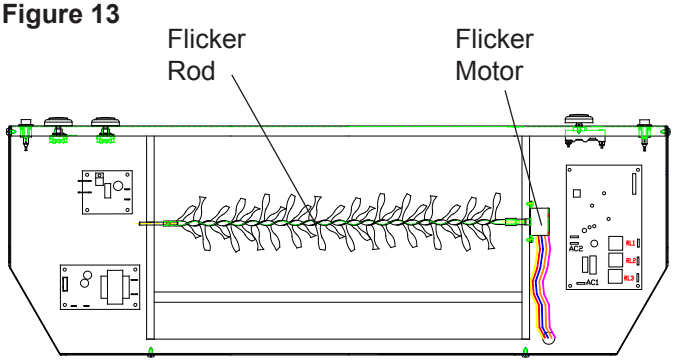


Figure 13



3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
4. Locate the Flame Action Control mounted on the left hand side. (Figure 12)
5. Pull off the Flame Action Control knob and unscrew the retaining nut (Figure 12). The potentiometer can now be removed from the panel by pushing the potentiometer through the front of the panel and remove from inside the cabinet.
6. The Flame Action Control board is fastened to the underside of the ember bed support by four (4) mounting studs, one in each corner. (Figure 12) Either squeeze each stud's clasp to release, or use side cutters to cut and remove each of the four corner mounting studs on the board. Clear both ends of the cut mounting stud from the control board and the support panel - new mounting studs are supplied with the replacement part.
7. Properly orient the new Flame Action Control board and potentiometer and re-connect all of the wiring connections.
8. Reassemble in the reverse order as above.

FLICKER MOTOR/FLICKER ROD REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on

Figure 14

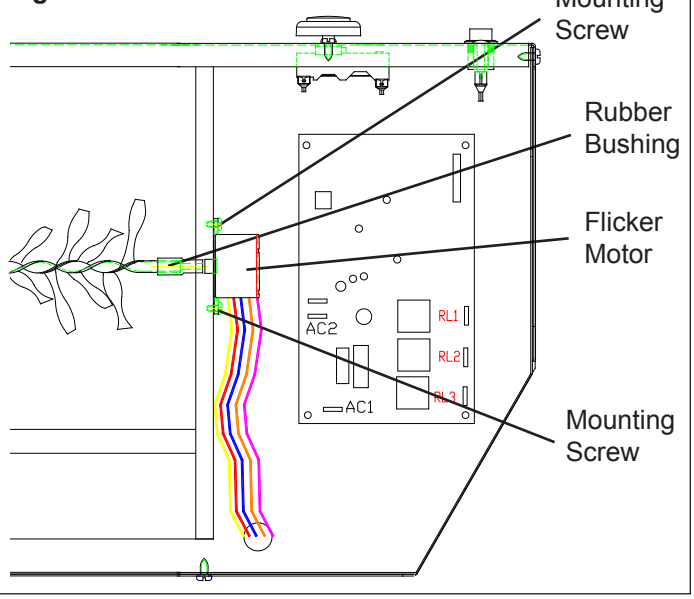
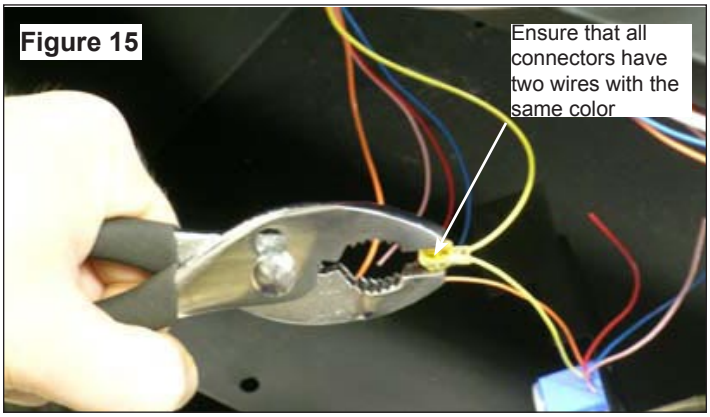


Figure 15



each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.

4. Locate Flicker Rod and Flicker Motor in the base assembly. (Figure 13)
5. Gently pull the Flicker Rod to the right as far as possible.

! NOTE: When removing the Flicker Motor some damage may occur to the Flicker Rod. If the Flicker Rod is damaged, replace to insure proper operation.

6. Remove the Flicker Rod by pulling both the Flicker Rod and the rubber bushing off of the Flicker Motor, it may be necessary to cautiously bend the Flicker Rod enough so that the remaining end of the rubber gasket can clear the end of the Flicker Motor shaft. (Figure 14)
7. Before removing the Flicker Motor, cut the Flicker Motor wires (five (5) in total) close to the Flicker Motor end with wire cutters.
8. Remove the motor mounting screws and remove motor from the mounting bracket. (Figure 14)
9. Discard old Flicker Motor.
10. Pick up new Flicker Motor and cut wire leads to 3 1/2" long with wire cutters.
11. Using one of the supplied wire connectors from the Replacement Part Kit, place one (1) yellow wire from the new Flicker Motor and the yellow wire cut in step 8 into each terminal.
12. Secure the wire connector by crimping the 3M symbol with pliers. (Figure 15)
13. Pull on end of wires to ensure a strong connection.
14. Repeat the process for the four (4) remaining wires. ENSURE THAT ALL WIRES ARE PAIRED BY COLOUR IN EACH CONNECTOR.
15. Properly orient and secure the replacement Flicker Motor to the bracket with screws removed in step 9.
16. Replace Flicker Rod and rubber bushing on to the Flicker Motor shaft.
17. Reassemble firebox and replace in mantel.

THERMOSTAT CONTROL REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
4. Locate the thermostat control mounted on the control

Figure 16

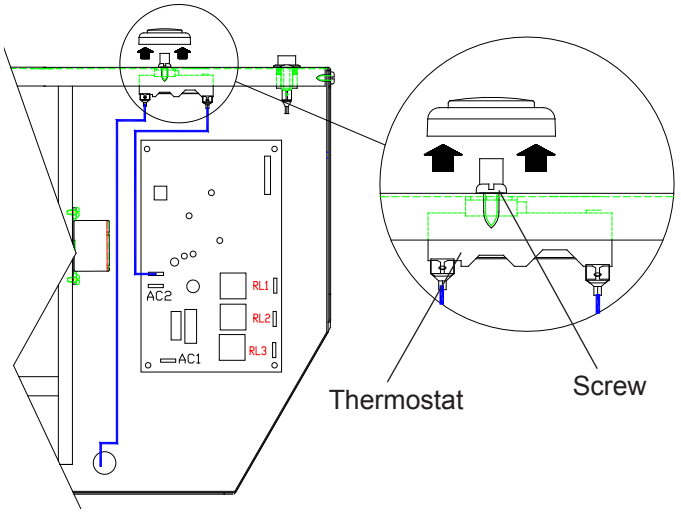
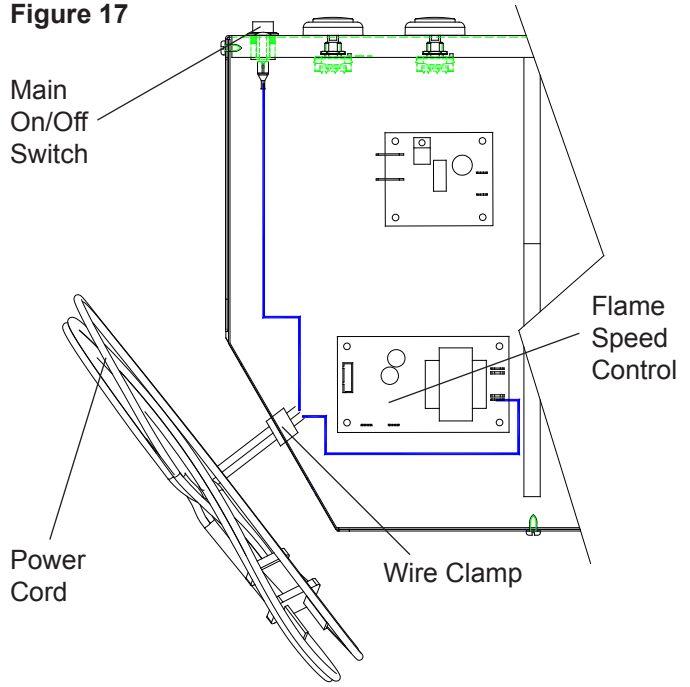


Figure 17



panel (Figure 15) and disconnect the two (2) wiring clips noting their original locations.

5. Pull off the thermostat control knob to expose the two (2) mounting screws. (Figure 16)
6. Remove the mounting screws and remove the thermostat control switch from inside the control panel.
7. Properly orient the new heater thermostat control and reconnect the wiring connections.
8. Reassemble in the reverse order as above.

POWER CORD REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
4. Locate and disconnect the two (2) power cord wire connections: one from the bottom of the two (2) connectors on the On/Off Switch; the other on the Flame Speed Control board, noting their original locations. (Figure 17)
5. Using pliers, squeeze the sides of the plastic wire clamp from inside the bottom assembly area and push it through the chassis, to the outside of the firebox.
6. Release clamp from power cord and remove power cord.
7. Install replacement power cord through opening in the chassis and secure with clamp.
8. Reassemble in the reverse order as above.

REMOTE CONTROL REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

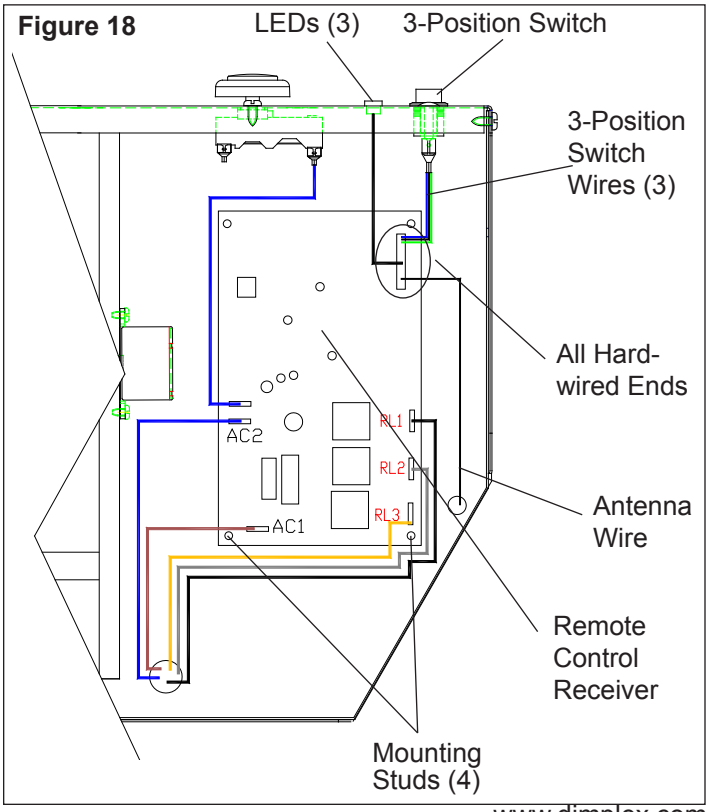
Remote Controls require no replacement procedure however, a reinitialization procedure may need to be followed. Refer to the Operation Section for the Remote Initialization Procedure.

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back for safe removal of front glass.
3. Remove three (3) Phillips screws that secure the right side of trim.
4. Slide glass to right side of fireplace to remove. (Figure 5)
5. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the partially reflective

Figure 18



glass. (Figure 14)

6. Loosen but do not remove the two (2) Philips screws that clamp the partially reflective glass in place. (Figure 7)
7. Push the partially reflective glass up to clear the frame and remove - storing it in a safe place away from high traffic areas.
8. Coming up from the bottom assembly, in the right, back corner is a wire with a taped “ANTENNA” label. The wire is held in place by a loose fitting zip tie. Roll the label around the wire and feed it through the zip tie.
9. Remove the 12 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.

Figure 19

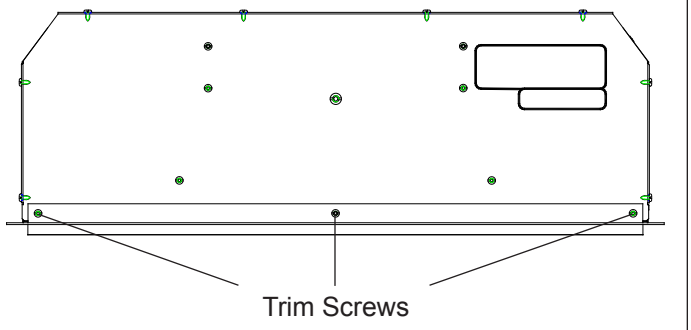
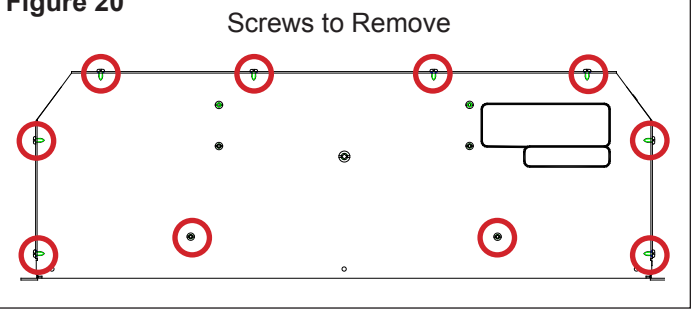


Figure 20



10. Locate the Remote Control Receiver (Figure 18) mounted underneath the log set support panel and disconnect the six (6) wiring clips noting their original locations.
11. Disconnect the three (3) wire leads from the 3-Position Switch. (the wires are hard-wired to the Remote Control Receiver) (Figure 18)

! NOTE: Using a flat head screwdriver gently pry between the end of the connectors and the switch to release the wires.

12. Pull the Antenna wire released in step 8 through the bottom of the chassis.
13. Locate the three (3) LED indicator lights from inside the bottom assembly of the firebox. (Figure 18)

! NOTE: Using a flathead screwdriver, gently push on the rear edge of the plastic bushing surrounding each LED and push each LED out from the front of the control panel.

14. Clear any silicon that may be present and firmly grasp the sheathed ends of the wires leading to each LED and remove the plastic pushing from each LED. Each LED and paired wires can be fed back through the front control panel and into the bottom assembly area.
15. The Remote Control Receiver is fastened to the underside of the ember bed support by four (4) mounting studs, one in each corner. (Figure 18) Either squeeze each stud’s clasp to release, or use side cutters to cut and remove each of the four corner mounting studs on the board. Clear both ends of the cut mounting stud from the control board and the support panel - new mounting studs are supplied with the replacement part.
16. Properly orient the replacement Remote Control receiver and adhere to the control panel with the supplied/existing mounting studs.
17. Once the remote control receiver is mounted, reconnect the LEDs in reverse order as described in steps 14 - 15 and continue to reconnect and reassemble the fireplace in reverse order as described above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Figure 21

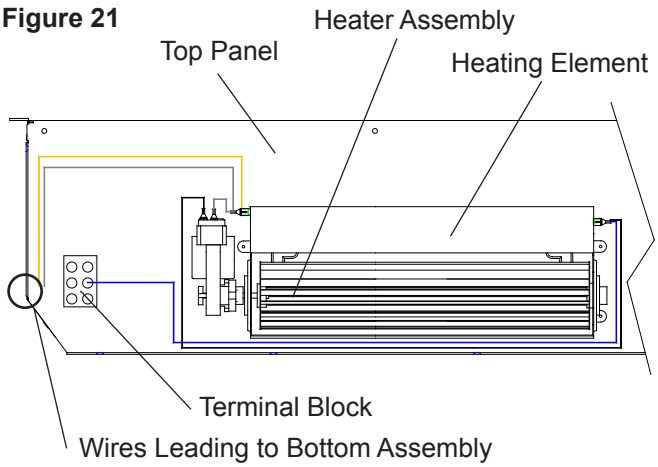
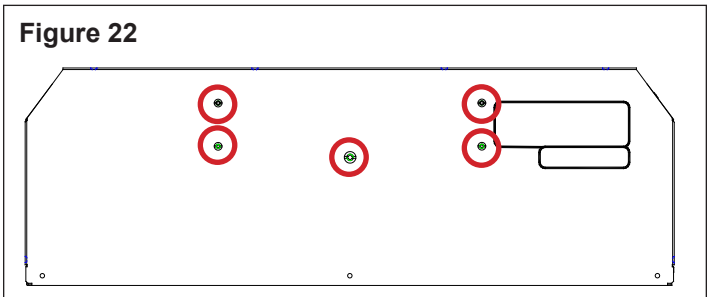


Figure 22



1. Remove the firebox from the mantel.
2. Remove top trim piece by unscrewing three (3) Philips head screws that lay behind the trim piece and along the top edge. (Figure 19)
3. Remove the 10 screws that fasten the top cover to the rest of the firebox. There are: (four) 4 screws at the back of the firebox, along the top; two (2) screws on each side and at the top of the firebox; and two (2) screws on the top of the firebox. (Figure 20)
4. Flip the top panel over and place upside down on the top of the unit. You may experience some resistance as the Heater Assembly is mounted to the top panel and may be a snug fit inside the firebox. Orient yourself with the placement of the Heater Assembly and wiring as shown in Figure 21.
5. Disconnect the two (2) wire connectors on the right side of the Heater Assembly (one blue, one black), the three (3) vertically stacked wire connectors attached to the left side of the heating element (one yellow and two grey), and the two (2) wire connectors on the left side of the Heater Assembly (one grey and one black), noting all of their original positions.
6. Turn the top panel over and while supporting the Heater Assembly and panel in one hand, remove the five (5) heater mounting screws, noting the center screw is of a larger diameter. (Figure 22)
7. Separate the Heater Assembly from the top panel.
8. Properly orient the new Heater Assembly and connect all of the wiring connections.
9. Reassemble in the reverse order as above.

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace Remote Control and Receiver where necessary. Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver and initialize to Remote Control.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective Switch (3-Position or On/Off)	Replace switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Remote Control not working	Install new battery into the Remote Control. Reinitialize Remote Control and Receiver, where necessary
		Replace Remote Control or Receiver where necessary. Initialize Remote Control and Receiver.
Flame Frozen	Defective Flicker Motor	Replace Flicker Motor
	Defective Flame Speed Control	Replace Flame Speed Control Components
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace out light bulbs
Flame Shudder	Defective flicker motor	Replace flicker motor
	Defective Flame Speed Control	Replace Flame Speed Control Components
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Thermostat	Replace Thermostat
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose Wiring	Trace wiring in unit
	Defective Thermostat	Replace Thermostat
	Defective Heater assembly	Replace Heater assembly
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Noise		
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker Motor	Replace Flicker Motor
Buzzing noise from control panel	Defective Flame Speed Controller	Replace Flame Speed Controller